



Elizabeth is the CEO and a principal consultant of EM Consulting. The foundation of all of Elizabeth's work focuses on centralizing the human connection in healthcare, through development of integrated care systems, implementing trauma informed care practices, and elevating the vital importance of skillful, empathic communication both in-person and virtually. Elizabeth has worked in the tech industry as a subject matter expert,

effectively transitioning evidenced-based communication principles into user experience and design. She has over 15 years experience in developing effective and sustainable Integrated Behavioral Health (IBH) services in primary care organizations and has served on integrated care advisory boards for the California Primary Care Association and the UCSF School of Medicine. She is an expert Motivational Interviewing (MI) trainer, providing research-based training and train the trainer courses in MI and other empathy-based communications for healthcare professionals for over 20 years. Elizabeth is the co-creator of the Institute for Healthcare Communication's most popular workshop: 'The Empathy Effect: Countering Bias to Improve Health Outcomes', which was rolled out in the United States and Canada. She has dedicated her career to working for and with non-profit safety net health organizations, including community clinics, Medicaid Health Plans, Philanthropic Health Foundations, and other Social Justice oriented non-profits. Elizabeth has a PhD in Social Psychology, is a Licensed Clinical Social Worker and has a Masters In Addiction Counseling. As a practicing clinician for over 25 years, she has been engaged in providing therapy via video, phone and text for the last 18 months, maintaining an on-the-ground perspective of what works in practice.